

# **TOWN OF LUNENBURG MASSACHUSETTS OFFICE OF THE TOWN MANAGER**



**Heather R. Lemieux**  
*Town Manager*

**COVID-19 Update**  
**March 31, 2020**

## **UPDATES FROM THE TOWN MANAGER**

Here are a number of updates specific to Lunenburg that will also be posted on the town website, town Facebook page, the “townwide” listserv, sent to the Lunenburg Ledger and to Public Access:

### **COVID-19 in Lunenburg and Board of Health Notices:**

I was advised by our Board of Health official that given the concern with how such information is being used and the potential for negative consequences for those testing positive, the Department of Public Health is drafting guidance for Boards of Health on how to present information on the number of positive COVID-19 cases within towns to communities. Through our Board of Health, as of today, there are five confirmed positive cases in Lunenburg. Our first responders are receiving the location of the confirmed positive cases so they can be protected if needed to respond to those locations.

We should expect that as the number of people tested increases, so will the number of positive cases in our community. With the Governor’s projection announcement yesterday about reaching the peak between April 7<sup>th</sup> and April 17<sup>th</sup>, we ask residents to strictly adhere to social distancing protocols and to follow the Department of Public Health and CDC’s guidelines.

The Board of Health issued an update on March 27<sup>th</sup> and can be found [here](#).

**COVID-19 Information Center:** On Tuesday, March 17<sup>th</sup> I created a page on our town website that includes all the public service announcements and other important documents and links to information related to COVID-19. This includes Board of Health updates and a link to the Lunenburg Public Schools with all informational releases from the School. The page can be found [here](#).

### Closure of Town Facilities, Schools, Town/School Playgrounds and School Fields :

On March 16<sup>th</sup> all town facilities were deemed closed to the public until April 7<sup>th</sup>. Today the Governor amended the Order regarding Prohibition of gatherings of 10 or more people from noon on April 7<sup>th</sup> until May 4<sup>th</sup> and this will extend the closure of town facilities as well until May 4<sup>th</sup>.

On March 25<sup>th</sup>, the Governor ordered all schools closed until May 4<sup>th</sup>.

On March 17<sup>th</sup> it was announced that all public playgrounds in Lunenburg would be closed to the public until April 7<sup>th</sup>. Today's announcement by the Governor will extend this closure until May 4<sup>th</sup>. This includes Wallis Park, Kids Kingdom, Marshall Park and school playgrounds. All school playgrounds and fields will also be closed to the public until further notice.

The Police Department has been asked to monitor these areas during their patrols to enforce closure.

### Communications with Town Departments:

Most staff is working remotely but continues to monitor their phone lines and e-mail. Please contact us if you have questions, we are here to help if at all possible.

If you need to contact a particular department, please visit the town's website at <https://www.lunenburgma.gov/> and each individual department's web page includes contact information, including the phone number and e-mail address.

### Board/Committee/Commission Meetings:

Boards and committees were asked only to meet to conduct essential business and delay meetings, if possible, to a future date. Please check the town website calendar for the schedule of meetings at [https://www.lunenburgma.gov.](https://www.lunenburgma.gov/)

### Senior Center Updates:

As with other town facilities, the Eagle House will be closed to the public until May 4<sup>th</sup> and this includes all activities at the Senior Center and off-site. Effective Friday, March 21<sup>st</sup>, Eagle House staff will be working remotely but will still be performing outreach, delivery of Meals on Wheels, and other vital services to our seniors. The COA Director has begun virtual museum, aquarium, games, fitness programs appropriate for seniors on the Eagle House Facebook page, along with any COVID-19 scam information forwarded from the State.

Van Transportation Service has been cancelled until further notice and all clients have been notified.

The Meals on Wheels program was extended to all Lunenburg residents age 60 or older who are self-isolating in their homes and an additional four seniors were added. A new meal delivery service has been identified as well by the COA Director called Heart to Home Meals for Seniors aged 60 and older. Their contact information is [hearttohomesmeals.com](http://hearttohomesmeals.com) or call 508-658-3000. As of March 18<sup>th</sup>, volunteers are no longer being used to deliver meals and meals will now be delivered by the COA Director and two other staff members. Deliveries have also shifted to every other day so that deliveries will be made on Monday and Wednesday only, with meals for multiple days. Clients are being asked to put a cooler outside their door to place meals in and maintain social distancing.

Any questions can be directed to COA Director Sue Doherty at (978) 582-4166 or [sdoherty@lunenburgonline.com](mailto:sdoherty@lunenburgonline.com)

#### Salvation Army Donations and Food Pantry:

On Friday, March 27<sup>th</sup> the Salvation Army donated and delivered 30 boxes of non-perishable food for residents aged 60 or older to the Eagle House. If you would like to pick up a box call the Council on Aging at 978-582-4167 to make an appointment to pick it up. There is a limited supply left and there is a limit of one per household.

The Salvation Army Food Pantry is also operating at their 739 Water Street in Fitchburg by appointment only. To make an appointment call 978-342-3300. Pickups are scheduled Monday thru Friday 9-11 a.m.

#### Big Lots Donation to Eagle House:

Big Lots had given their employees gift cards and in turn those employees donated those to purchase gift bags of toilet paper, paper towels, and bottled waters, which was split up and went out to Meals on Wheels delivery recipients.

#### Public Safety Department Request for PPE Donations:

The Police and Fire Departments are accepting donations of personal protective equipment that can be delivered to the Public Safety Building lobby. This includes gloves, disposable gowns, masks and goggles.

#### Curbside Trash and Recycling:

Casella is still on their normal schedule of picking up trash and recycling.

#### Information on Town Meeting and Town Elections:

The Special State Election will be held on Tuesday, June 2, 2020.

The Annual Town Meeting will be held on Saturday, June 13<sup>th</sup> beginning at 9 a.m.

The bill that the Governor filed a House Bill 4572 on March 16<sup>th</sup> has now become House Bill 4580. This bill will provide flexible solutions for communities caused by COVID-19 including options to address postponing Town Meetings 30 days due to a public health emergency, allow for delays to extend the date of annual Town Meetings beyond June 30<sup>th</sup>, and reduce quorum requirements, among other municipal finance and operational issues. House Bill 4580 has been ordered to a third reading in the House, and it is likely they will take action on the bill soon.

#### Tax Payments:

Tax payments should not be left in the box outside of Town Hall due to staff working limited hours in the building and working remotely. Tax payments should only be mailed to the town's lockbox or can be paid online. The online bill payment link is <https://www.lunenburgma.gov/departments/resident-services/online-services> and the lockbox address is:

Town of Lunenburg  
Department 1260  
P.O. Box 986500

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Motor Vehicle Taxes were due on March 23<sup>rd</sup>; there will be a 30 day grace period and any demand and interest fees will be waived during this grace period. For any questions, please contact the Treasurer/Collector Myleen Mallari at (978) 582-4130 x 135 or [mmallari@lunenburgonline.com](mailto:mmallari@lunenburgonline.com).

Devens Regional Household Hazardous Collection Center:

MassDevelopment has postponed the operations for April for the Regional Household Hazardous Products Collection Center. The next Collection day will be May 6<sup>th</sup> and May 9<sup>th</sup> 9 a.m. until 1 p.m. (weather permitting). The Devens HHW website and voicemail are updated. Please make sure you link to the [www.DevensHHW.com](http://www.DevensHHW.com) for the most updated information.

Update from Unitil:

Unitil's focus in the days and weeks ahead is to ensure essential services remain uninterrupted. Some non-essential services have been suspended. Below is a summary of updates:

Services Temporarily Paused:

- Collections activities & disconnections – They have temporarily suspended all non-payment service disconnections and collection activities. If you are having trouble paying your bill, know that their Customer service team is there for you to find a solution that works in this difficult time.
- Non-essential planned electric outages – Unless the work is needed to prevent future disruptions, any planned service interruptions related to maintenance work on the system has been suspended. They are aware many individuals are working from home and children are home from school, and they want to accommodate your needs.
- Energy efficiency on-premise services – They are temporarily suspending all energy efficiency service activities that require home or business visits, such as energy audits. They believe these programs have great value for their customers and they continue to explore alternatives where possible.

Services Continuing:

- Electricity and gas service – Their pandemic task force is working diligently to find creative means of ensuring their core services remain uninterrupted, ensuring they continue to meet your energy needs in this difficult time.
- Customer-requested service – Their techs are still responding to service requests as needed for our customers, including turn offs, turn-ons, and relocation services. Their customer service team is now working entirely remotely and is still taking calls and service requests.
- Regular billing and ability to make payments – They continue to offer our full suite of payment and billing options for customers, and their team is standing by to provide assistance through payment plans and other options. They encourage all customers to take advantage of [MyUnitil](#) to manage accounts online.
- Emergency response – Their priority, as always, remains public safety. Contact them immediately for all gas and electricity-related emergencies and they will be there.

The situation we face is unprecedented and rapidly evolving. As program status changes, they will continue to update you with the latest information available. In the interim, visit [unitil.com/COVID-19](http://unitil.com/COVID-19)

for the latest information regarding their efforts to provide service to you while working to suppress COVID 19.

Update from Verizon:

Verizon is taking the following steps to protect consumers during the COVID-19 pandemic and protect consumers against the hardships they are currently facing:

- Waiving overage charges and late fees to support customers who may be financially affected by the COVID-19 crisis.
- Adding 15GB of high speed data for wireless consumer and small business customers to be automatically applied with no customer action necessary.
- Providing a new discount internet option for low-income households.
- Waiving two months internet and voice service charges for current Lifeline customers.

These actions build upon their previous pledges to not terminate service and to prioritize first responders so they can continue to respond to the needs of the communities. Their goal is to ensure their customers have the tools they need to stay connected. More details:

<https://www.verizon.com/about/news/verizon-helps-eliminate-worry>

Verizon continues to closely monitor developments related to COVID-19. As the situation evolves, they are working closely with their employees, partners and suppliers to support ongoing business operations and serve our customers' needs. For regular updates, please visit: <https://www.verizon.com/about/news/our-response-coronavirus>

Updates from the Police Department: The Police Chief provided an in-depth update on March 16<sup>th</sup> that included information about the steps the Police Department is taking to reduce Officer and citizen exposure to COVID-19 while protecting the life, property and quality of life of the citizens of Lunenburg. This information can be found on the town website at: <https://www.lunenburgma.gov/departments/police>.

Updates from the School Superintendent: The Superintendent has sent out a number of updates over the last week regarding school closures, continuity of education, food insecurity program, and other responses related to COVID-19. All communications from the School and School Superintendent can be found at <https://www.lunenburgschools.net/> and will be pushed out through School Messenger and automated calls.

**UPDATES RECEIVED FROM THE STATE AND FEDERAL GOVERNEMENT:**

The Baker-Polito Administration continues to take steps to limit the spread of COVID-19 in Massachusetts. A comprehensive list of emergency orders and guidance is available [here](#).

COVID-19 in Massachusetts (as of 3/30/20):

As of March 30th there are 5,752 COVID-19 cases and 56 deaths. 42,793 patients have been tested to date by the MA State Public Health Laboratory, hospitals and commercial laboratories.

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Governor Baker's March 31<sup>st</sup> Order Extending the Closure of all Non-Essential Businesses, Stay at Home Advisory and Prohibition of Gatherings of more than 10 People:

As of the time of writing this update, a copy of the Order had not been released but had been announced a 2 p.m. press conference held by the Governor. The revision also includes an updated list of essential businesses that will be available at <https://www.mass.gov/covid19>.

Governor Baker's March 25<sup>th</sup> Order Extending Closure of Public, Private and Secondary Schools:

Today Governor Baker extended the closure of public, private and non-emergency child care programs until May 4th. Find a copy of the order [here](#).

Governor Baker's March 25<sup>th</sup> Order Extending Closure of Non-Emergency Childcare Programs:

Today Governor Baker extended the closure of non-emergency childcare programs. Find a copy of the order [here](#).

Department of Public Health March 25<sup>th</sup> Order for Pharmacies and Grocery Stores:

Today, DPH issued a new order to support pharmacies and grocery stores and their employees during the COVID-19 public health emergency. This order will require grocery stores and pharmacies to:

- Provide at least one hour per day of shopping for adults over 60-years-old.
- Offer sanitation options, such as hand sanitizer and disinfecting wipes, as available, to clean shopping carts and points of frequent contact.
- Appropriate social distancing policies, including a marked "Social Distancing Line," beginning six feet away from all checkout counters.
- Close any self-serve food stations.
- Instruct store employees who are ill to stay home, and for stores to accommodate employees who fall in the high-risk category with alternative assignments to limit exposure.
- Reusable bags cannot be used and may not assess a charge for recyclable paper bags, compostable plastic bags or single-use plastic bags.

[Read the Order Here.](#)

Utility Shutoff Moratorium:

The Department of Public Utilities has implemented a moratorium on gas/electric utility shutoffs until further notice. More information is available [here](#).

RMV Updates:

The Massachusetts Registry of Motor Vehicles has created a page with updates about Commercial Driver's Licenses (CDLs), Commercial Learner's Permits (CLPs), Class D, Class M, and Class DM driver's license, ID cards, and Learner's Permits extensions, as well as RMV service centers, and hearing information. As of Friday, March 27<sup>th</sup>, the RMV is enforcing a strict no walk-in policy at its eight service centers that are open to the public. The only transactions that will be processed at service centers are those that require an in-person transaction, including CDLs or CLPs, some new registrations, out of state conversions and new Mass IDs. Customers that need to complete these transactions will be required to make an online appointment reservation, and customers arriving without an appointment will be asked to leave and make an appointment online for a future date. Appointments can be made online at <https://atlas-mymv.massdot.state.ma.us/> or by calling 857-368-8000. More information from the RMV is available [here](#).

Smoke Alarm Inspections:

Governor Baker today [issued an order](#) making a change to the inspection statutes that require a smoke and carbon dioxide alarm inspection prior to a residential real estate transaction. The

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Order would permit the inspection to be deferred if the buyer contractually assumes responsibility for installing the detectors and the subsequent inspection happens within 90 days of the conclusion of the COVID-19 emergency.

#### Housing Stability for Vulnerable Populations:

The Baker-Polito Administration announced steps to keep vulnerable families in their homes, preserve the health and safety of low-income renters and homeowners, and prevent homelessness due to reduced or lost income. These steps include the following:

- DHCD is moving to temporarily suspend terminations of federal and state rental vouchers under their purview.
- MassHousing is transferring \$5 million to the Department of Housing and Community Development (DHCD) for a COVID-19 Rental Assistance for Families in Transition (RAFT) fund to assist families facing rent insecurity.
- The Division of Banks (DOB) has issued new guidance to Massachusetts financial institutions and lenders urging them to provide relief for borrowers and will advocate for a 60-day stay on behalf of all homeowners facing imminent foreclosure on their homes.
- DHCD is issuing guidance recommending that all owners of state aided low-income housing, including Local Housing Authorities and private owners, suspend both pending non-essential evictions and the filing of any new non-essential evictions.
- Affordable housing operators are urged to suspend non-essential evictions for loss of income or employment circumstances resulting in a tenant's inability to make rent.
- This guidance urges operators to establish reasonable payment plans, notify Section 8 or public housing residents about interim income recertification to adjust rent payments, and to consider offering relief funding for residents ineligible for income reassessment.

Read the DHCD Guidance Here:

[Guidance to owners of state aided low-income housing](#) [Guidance to affordable housing operators](#)

Notices and guidance regarding federal and state rental assistance programs:

- [Guidance for Administering MRVP](#)
- [Guidance for Administering ARVP](#)
- [Initial policies and procedures for federal rental assistance administered by DHCD](#)
- [Read the DOB Guidance Here.](#)

#### Unemployment Assistance:

In order to better meet the needs of customers whose employment has been affected by the coronavirus, DUA will be hosting daily town hall meetings where they will take constituents through a step by step process of achieving a successful unemployment claim and taking questions from claimants across the Commonwealth. A web link to the daily visual presentation can be viewed [here](#). You can also download the step by step presentation by going [here](#).

## To file a new Unemployment Insurance claim or reopen an established claim online:

1. Visit [www.mass.gov/dua/uionline](http://www.mass.gov/dua/uionline)
2. Select Log in to UI Online for Claimants.
3. Create an UI Online account or log in to an existing account.
4. Complete all information requested and submit application.
5. Be sure to include phone number and email address to make it easier for connections, in case DUA has questions about application.

UI Online is available 6 a.m. to 10 p.m., 7 days a week. The call center phone line is 877-626-6800.

## COVID-19 Resources and Guidance for Businesses:

There are a number of resources and guidance documents for businesses in response to COVID-19.

Below is information from the North Central Chamber of Commerce for local information on resources and information for businesses:

- **Emergency Loans:** Unfortunately, we have seen very strong interest in our Emergency Loan Program. Our team has been working hard to keep up with the requests and move them through the process quickly. To assist businesses, we have reduced our interest rate and have eliminated the closing fee on these emergency loans. We are also structuring the loans with favorable terms. If you need a small loan to get you through this period until stimulus money kicks in, then please contact Sandie Cataldo at [scataldo@northcentralmass.com](mailto:scataldo@northcentralmass.com) or Brendan Hannen at [bhannen@northcentralmass.com](mailto:bhannen@northcentralmass.com). We are in the process of recapitalizing our fund to ensure that we can continue to meet the needs of local businesses. Also, for those of you that may require a larger loan, the SBA Disaster Loan Program can now provide up to \$10 million dollars;
- **Video Message:** If you have not seen it, then I would encourage you to view a special video we premiered on March 22 on the Chamber's Facebook page. You can [click here](#) to view it. This short video with its message of hope, community and resiliency was developed by our team in an effort to inspire people and raise spirits. The video has already been shared over 330 times and has had over 37,000 views and growing on Facebook! That doesn't include the video views on our other social media platforms (YouTube, Twitter, LinkedIn) and the Chamber website. Special thanks to member and motivational speaker Maria Milagros for narrating the video;
- **Chamber Office:** The Chamber is deemed an essential business under the guidelines announced by Governor Baker last week. However, as a safety precaution, we have closed the office temporarily and will limit access to the public. We will be available by appointment at the office to provide services that need to be made in person, such as certificates of export for our manufacturers and insurance related matters. We will also be performing loan closings at the office related to our Emergency Loan Program. Except for these instances, staff will work remotely per the protocols that we have in place. Please contact us if you need to schedule an appointment;
- **Equipment Donations:** All four of our hospital systems - Health Alliance, Heywood, Nashoba Medical and Emerson – reached out to us and requested help securing additional personal protective equipment (PPE). We have been proactive in our outreach to businesses to secure donations and we have also reached out to most of the region's manufacturers to inquire if they can modify their production to assist with producing these products. We have received a tremendous response. Thank you to all of you that reached out. It has been very inspiring to see our members rally together to offer any help they could during this time of crisis. Please contact us for more information on how to donate items or if your company is interested in producing PPE items. The state also just established an online portal for PPE donations and procurement that can be found [here](#);

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- Webinars: We have already conducted several webinars to help businesses, with several more in the works. The webinars were recorded and are available on our [website](#) to view. We also have a webinar this week that will review the CARES Act and another scheduled for next week on applying for the new Payroll Protection Program and other grants/loans through the SBA. I encourage you to check out our website and social media for updates;
- Coronavirus Information & Resources: Our [Coronavirus Information Page](#) is continuously updated with the latest guidance from local, state and federal authorities. We are committed to keeping our members and the public informed and will continue posting throughout this crisis on our various social media platforms as information becomes available. If you have not done so yet, please follow us on [Facebook](#), [LinkedIn](#), [Twitter](#) and [Instagram](#);
- Jobs Board: We have been updating our [WorkNorthCentral.com](#) online jobs board to help recently displaced workers find new jobs opportunities, as well as help those employers that need immediate help because their needs have changed due to the crisis;
- Advocacy & Support: We have been in regular communication with our local, state and federal officials to help with efforts and stay updated on the government's response. We also continue to collect [survey](#) responses from businesses on the impact to their operations. This input from members will be helpful as we communicate with policy leaders, and will help set the stage for recovery efforts;

The programs and initiatives in the *Coronavirus Aid, Relief, and Economic Security (CARES) Act* that was just passed by the U.S. Congress are intended to assist business owners. When implemented, there will be many new resources available for small businesses, as well as certain non-profits and other employers. Below is information about the major programs and initiatives that will soon be available from the Small Business Administration (SBA) to address these needs, as well as some additional tax provisions that are outside the scope of SBA:

- COVID-19 Economic Injury Disaster Loans & Emergency Economic Injury Grants: These grants provide an emergency advance of up to \$10,000 to small businesses and private non-profits harmed by COVID-19 within three days of applying for an SBA Economic Injury Disaster Loan (EIDL). To access the advance, you must first apply for an EIDL and then request the advance. The advance does not need to be repaid under any circumstance, and may be used to keep employees on payroll, to pay for sick leave, meet increased production costs due to supply chain disruptions, or pay business obligations, including debts, rent and mortgage payments.
- Payment Protection Program (PPP) Loans: This program is to provide cash-flow assistance through 100 percent federally guaranteed loans to employers who maintain their payroll during this emergency. If employers maintain their payroll, the loans would be forgiven, which would help workers remain employed, as well as help affected small businesses and our economy to snap-back quicker after the crisis. PPP has a host of attractive features, such as forgiveness of up to 8 weeks of payroll based on employee retention and salary levels, no SBA fees and at least six months of deferral with maximum deferrals of up to a year. Small businesses and other eligible entities will be able to apply if they were harmed by COVID-19 between February 15, 2020 and June 30, 2020. This program is would be retroactive to February 15, 2020, in order to help bring workers who may have already been laid off back onto payrolls. Loans are available through June 30, 2020.
- Small Business Debt Relief Program: This program will provide immediate relief to small businesses with non-disaster SBA loans, in particular 7(a), 504, and microloans. Under it, SBA will cover all loan payments on these SBA loans, including principal, interest, and fees, for six months. This relief will also

be available to new borrowers who take out loans within six months of the President signing the bill into law.

- **Small Business Counseling & Training:** If you, like many small business owners, need a business counselor to help guide you through this uncertain time, you can turn to your local Small Business Development Center (SBDC), Women's Business Center (WBC), or SCORE mentorship chapter. These resource partners, and the associations that represent them, will receive additional funds to expand their reach and better support small business owners with counseling and up-to-date information regarding COVID-19. There will soon be a joint platform that consolidates information and resources related to COVID-19 in order to provide consistent, timely information to small businesses. To find a local resource partner, visit <https://www.sba.gov/local-assistance/find/>.
- **Small Business Tax Provisions:**
  - **Employee Retention Credit for Employers Subject to Closure or Experiencing Economic Hardship:** This provision would provide a refundable payroll tax credit for 50 percent of wages paid by eligible employers to certain employees during the COVID-19 crisis. The credit is available to employers, including non-profits, whose operations have been fully or partially suspended as a result of a government order limiting commerce, travel or group meetings. The credit is also provided to employers who have experienced a greater than 50 percent reduction in quarterly receipts, measured on a year-over-year basis. Wages of employees who are furloughed or face reduced hours as a result of their employer's closure or economic hardship are eligible for the credit. For employers with 100 or fewer full-time employees, all employee wages are eligible, regardless of whether an employee is furloughed. The credit is provided for wages and compensation, including health benefits, and is provided for the first \$10,000 in wages and compensation paid by the employer to an eligible employee. Wages do not include those taken into account for purposes of the payroll credits for required paid sick leave or required paid family leave, nor for wages taken into account for the employer credit for paid family and medical leave (IRC sec. 45S). The credit is not available to employers receiving assistance through the Paycheck Protection Program. The credit is provided through December 31, 2020.
  - **Delay of Payment of Employer Payroll Taxes:** This provision would allow taxpayers to defer paying the employer portion of certain payroll taxes through the end of 2020, with all 2020 deferred amounts due in two equal installments, one at the end of 2021, the other at the end of 2022. Payroll taxes that can be deferred include the employer portion of FICA taxes, the employer and employee representative portion of Railroad Retirement taxes (that are attributable to the employer FICA rate), and half of SECA tax liability. Deferral is not provided to employers receiving assistance through the Paycheck Protection Program.

More information can be found [here](#).

#### **MBTA Reduced Schedule:**

More information on the MBTA's schedule is available at <https://www.mbta.com/covid19>

#### **American Red Cross Facing Severe Blood Shortage**

The Red Cross is facing a [critical shortage of blood products](#) due to cancellations of blood drives across the Commonwealth because of implementation of necessary prevention and mitigation actions during COVID-19 outbreak. The Governor has deemed "Blood and plasma donors and the employees of the organizations that operate and manage related activities" as an essential service.

Those who are healthy, feeling well and eligible to give blood or platelets are urged to make an appointment to donate as soon as possible by using the Red Cross Blood Donor App, visiting [RedCrossBlood.org](https://www.redcrossblood.org), or calling 1-

800-RED CROSS (1-800-733-2767). To schedule a new blood drive contact Bill Forsyth at (617) 699-3808 or email [William.Forsyth@redcross.org](mailto:William.Forsyth@redcross.org).

#### 2020 Federal Census Update:

Based on continuing assessments of guidance from federal, state and local health authorities, the U.S. Census Bureau is suspending 2020 Census field operations for two additional weeks to April 15, 2020. The Census Bureau is taking this step to help protect the health and safety of the American public, Census Bureau employees, and everyone who will go through the hiring process for temporary census taker positions.

The Census Bureau continues to evaluate all 2020 Census field operations, and will communicate any further updates as soon as possible.

The 2020 Census is open for self-response online at [2020Census.gov](https://2020Census.gov), over the [phone](#), and by paper through the mail. The phone number for English speaking persons is 844-330-2020 and for Spanish speaking persons it is 844-468-2020. For a list of numbers that provide support in 12 other languages go to [2020Census.gov](https://2020Census.gov).

#### Stay Informed

- Get information from trusted sources. Visit <https://www.mass.gov/covid19> for the latest news, case counts, and lab testing results.
- Call 2-1-1 with questions
- Text COVIDMA to 888-777 to receive notifications to your phone
- Take care of your emotional health and help others do the same. If you need emotional support during these stressful times:
  - Call 2-1-1 and choose the “CALL2TALK” option.
  - Samaritans is continuing operations 24/7, as always. During this unprecedented time, it can feel overwhelming to receive constant messages about COVID-19. Call or text their 24/7 helpline any time at 877-870-4673.
  - The Disaster Distress Helpline, 1-800-985-5990, is a 24/7, 365-day-a-year, national hotline dedicated to providing immediate crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster, including disease outbreaks like COVID-19. This toll-free, multilingual, and confidential crisis support service is available to all residents in the United States and its territories.

#### Communications Resources:

- DPH Flyer/Infographic on [reducing stress & coping](#) with fear of COVID-19
- DMH resources on [maintaining Emotional Health & Well-Being](#)
- Social Distancing ([youth](#) and [general](#)) infographic released on website.
- Social Distancing messages are now on billboards and will soon be available on public transit. They are also now translated into multiple languages.
- MA Commission for the Deaf and Hard of Hearing (MCDHH) [visual tool](#) for communicating with hard of hearing and Deaf individuals.

**COVID-2019 infographic** for posting in all public places: <https://www.mass.gov/doc/stop-the-spread-of-germs-respiratory-diseases-like-flu-and-covid-19/download>

**Social media** – follow and retweet DPH on Twitter @MassDPH, updated several times per day.